

29.11 Emergency Action Plans (EAPs)

Application: To All Department of Children's Services Employees

Authority: National Planning Frameworks, Comprehensive Preparedness Guide 101, State of Tennessee Emergency Management Plan; Emergency Planning OSHA Regulation 29 CFR 1910.38

Standards: COA: PA-ASE 1.03 (a) (c), PA-ASE 4, PA-ASE 6.03 (c), PA-ASE 7

Commissioner:

Date:

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Glossary:

None

Policy Statement:

Each Department of Children's Services (DCS) Central Office Division, Regional and Field Office follows the State of Tennessee, Department of General Services (DGS) Emergency Action Plans (EAPs) during emergency situations and recovery. A DCS Youth Development Center develops a written Contingency Plan as outlined in DCS Policy [29.5 Contingency Plans for a Youth Development Center.](#)

Purpose:

The primary objectives of the Emergency Action Plans are:

- ◆ Ensure the safety and well-being of all employees, visitors, and property of the State of Tennessee;
- ◆ Quickly evacuate and/or shelter-in-place employees and visitors based on the perceived threat; and
- ◆ Coordinate fast and efficient disaster response and recovery efforts.

Procedures:

A. EAP Plan Development and Maintenance

The following agencies have the primary roles and responsibilities under this plan:

- ◆ DGS State of Tennessee Real Estate Asset Management Leadership
- ◆ The Facility Management Team, if applicable
- ◆ The building Landlord

- ◆ The occupying agency(s)

Note: For the purpose of this policy, DCS is the occupying agency.

B. Emergency Situations

The following events may necessitate the need for activation of an EAP:

- An event that may threaten the safety and welfare of the building occupants, employees, and visitors.
- The integrity or security of facility or grounds to the degree that protective action measures are required.
- Any event that may prompt life-saving or life-sustaining measures for occupants within the facilities or the grounds.

C. Activation

It is likely the Landlord will respond to emergencies. In the event they do not, agency designees upon discovery of any of the following will activate the EAP with approval by State of Tennessee Real Estate Asset Management Leadership (when approval does not delay necessary emergency response actions):

1. The Landlord is primarily responsible for Mission Critical Systems for the building, such as :
 - ◆ Fire alarms
 - ◆ Water
 - ◆ Electrical
 - ◆ Power generation, etc.)
2. If there are building-specific Mission Critical Systems maintained by the Facility Management Team or the Department, those must be identified and specific personnel must be assigned to address mission critical systems in the event of an emergency.

Building Specific Mission Critical Systems	
System Name	System Location
Fire Alarm	
Water	
Electrical	
Communication	
Security Station	
Heating, Ventilation, and Air Conditioning	

D. Notification

Upon activation of an EAP, Floor Wardens and or Supervisors receive notification through:

- a) Public address
- b) Alerts
- c) The predetermined Line of Authority (refer to **Attachment B, Generic Forms-Lines of Authority/Special Skill Sets-Contacts**).

Note: For a complete listing of the EAP documents provided, please refer to the **Forms** and **Collaterals** Sections of this policy.

E. Roles and Responsibilities

Executive Management Role

The Commissioner/Designee/Executive Management of DCS is responsible for determining key staff positions that are deemed mission critical for the continued operation of the Department during a disaster situation. Copies of mission critical staff are distributed to each Division head/supervisory staff member of the agency.

Note: Mission Critical/Key Staff Positions have the primary responsibility to perform operational duties as required by the **General Services Emergency Action Plans** (refer to: **Attachment B-Generic forms: Key Staff Positions**).

Supervisor/Designee Roles

Prior to an Emergency Response situation, supervisors are responsible for the following:

- a) Create current inventory/list of unique equipment;
- b) Conduct periodic (quarterly) communications on emergency safety;
- c) Develop a departmental emergency and business continuity plan specific to the department's mission;
- d) Generate/develop department operating procedures. These may be placed in Attachment F — Agency-Specific Procedures;
- e) Identify critical records and assure backup copies are created;
- f) Identify cross-training requirements;
- g) Identify critical vendor resources;
- h) Develop and test departmental communications plan;
- i) Refer safety/health issues beyond local control to senior leadership;
- j) Communicate all relevant emergency information to management;

- k) Identify individuals who are mobility impaired that may require assistance during an evacuation or emergency and select multiple employees to assist those persons during any emergency event ensuring there is at least one "buddy" per mobility-impaired person;
- l) Appoint Lead Floor Wardens/alternate employees and Rally Point Managers to assist in the safe and orderly evacuation of DCS employees and visitors (annual re-evaluation and documentation required); □ Individuals appointed for these critical roles should demonstrate the ability to remain calm under pressure and display the potential to lead employees and visitors safely through the egress (exit) points of the building, if necessary.
- m) Ensure appointed employees are provided training for the duties they are assigned to in emergency situations;
- n) Inform each employee, including call center/receptionist personnel, of the location of the Bomb Threat Checklist (refer to the Collateral Section of this policy: **Department of General Services Emergency Action Plans (EAPs) Bomb Threat Call**, Page A-3, for state owned or leased buildings, as applicable) and provide instruction for the use of the form, and submission of the completed form to their supervisor or to the Facilities Management Team;
- o) Review the EAP with each employee covered under the plan when the plan is developed or an employee is assigned to a new position to include the location of posted Evacuations routes, emergency requirements and expectations;
- p) Identify any employee, in their area of responsibility that has a special skill set such as First Aid or CPR training (this information should be shared with Executive Management and Floor Wardens);
- q) Maintain a list of all division employees, including alternate email address, cell phone, home phone, address, and emergency contact information with the consent of the employee; and
- r) Complete Head Counts at emergency Rally Points of employees, in their area of responsibility, to ensure that all employees are accounted for if an emergency event has occurred.

Floor Wardens

Floor Wardens play an integral role in the safe evacuation of all employees and visitors during the event of an emergency. Their responsibilities include:

- a) Maintain familiarity with the building evacuation procedures;
- b) Disseminate information to other employees in regards to emergency procedures;
- c) Establish a pre-plan assignment to assist mobility impaired occupants to a pre-designated safe area for rescue;

d) Maintain an awareness of any visitors in their area and provide appropriate directions during the evacuation;

Note: Floor Wardens that are assigned to conduct the sweep of the area should check all rooms including break rooms and bathrooms.

- ◆ Floor Wardens assigned to assist the mobility-impaired that are in the pre-designated safe area shall provide an accurate count for reporting to the Fire Personnel for evacuation by the Fire Department.
- e) Inform the Lead Floor Warden of their out of office schedule, to ensure coverage of area floor duties in the event of an emergency or planned drill.

Employee Responsibilities

a) Upon employment with DCS or assignment to a new work location, employees are responsible for:

- ◆ Familiarizing themselves with emergency egress/exit routes and evacuation posters located in the building they are assigned to;
- ◆ Identify Floor Wardens/alternates;
- ◆ Know the name, job title and telephone number of every employee who may be contacted for additional information about the plan or an explanation of their job duties under the plan, when applicable;
- ◆ Notify supervisor of any mobility impairments that may prevent a safe exit from the building in the event of an emergency; and
- ◆ Attend Emergency Action Plan training.

b) When an alarm sounds or an alert announcement is made, employees are required to follow the EAP. If an evacuation is ordered:

- ◆ Employees, all visitors, agencies, and employees of the facility and grounds are to leave the building immediately by following the emergency exit signs (or agreed upon route) and proceed to a designated assembly point, as directed by the Floor Warden;
 - Those individuals with a mobility-impairment are directed to the appropriate Floor Warden to an evacuation assembly point or area of safe refuge until assistance is available.
- ◆ Continue in an orderly fashion down the evacuation route, exit the building and locate the designated rally point.
- ◆ Check in with the Rally Point manager/designee.
- ◆ Wait for further instructions from the Rally Point Manager or an "all clear" alert has been broadcast prior to returning to the building.

F. Standard Evacuation Procedures

All DCS employees should follow the same procedures when evacuation is required:

- ◆ Move quickly and quietly to your designated exit;
- ◆ Close all office doors;
- ◆ Do not run down stairs;
- ◆ Do not use elevators;
- ◆ Take valuables when exiting the building, if possible (keys, purses, state Identification); and
- ◆ Assist the mobility-impaired to either evacuate or shelter-in-place.

G. Additional EAPs Guidance

More detailed instructions for an emergency evacuation may be found in the **Department of General Services Emergency Action Plans (EAPs)** for state leased or state owned buildings. Topics include:

- ◆ First Aid Trained Staff
- ◆ Mobility-Impaired Instructions
- ◆ Relocation Instructions
- ◆ Personnel Remaining Behind
- ◆ Emergency Exits
- ◆ Resource Logistics
- ◆ Shelter in Place

Note: For DCS employees, refer to the DCS **Regional Drive/Public/EAPs**.

H. Return to Normal Operations

Facilities will return to normal operations only after life safety, facility and grounds security, and critical systems are clear. Once DGS STREAM Leadership and the Facility Management Team have established that facilities are safe and secure, an "ALL CLEAR" message will be forwarded via diverse communications.

I. EAPs Forms and Updates

1. EAPs forms were created to ensure that state agencies have trained and qualified employees in place when an emergency occurs.
2. Designated DCS staff are responsible for updating the EAPs forms listed below, on a monthly basis, to make certain that the most recent information is available to its' employees:
 - ◆ Lines of Authority/Special Skill Sets-Contacts
 - ◆ Accountability Roster

- ◆ Key Staff Positions
- ◆ Floor Wardens
- ◆ Rally Point Managers
- ◆ Fire Drill Log

Note: Refer to the **Forms** Section of this policy for printable copies of the forms listed above.

J. Updates to the EAPs

1. DGS, Safety and Compliance Division, creates building-specific EAPs for state owned/leased buildings. The smaller locations utilize the Generic EAPs, as applicable.
2. EAPs are updated by DGS only when there are changes to a building such as floor plans, evacuation routes, etc.
3. The Plans are sent yearly to the Facility Management Statewide EAP Coordinator, who in conjunction with the Fire and Safety Officers, advise DGS of any changes needed to the Plans.
4. Prior to the yearly distribution of the Plans, any changes made must be immediately sent to DGS to have the Plans updated.

K. Training

The State of Tennessee of Tennessee Department of General Services offers a one (1) hour Emergency Action Plan and On-Boarding Training course on an annual basis (refer to Upcoming EAPs Training located in the EAPs Folder for more information). The training provides an overview of the Emergency Action Plans for building occupants, emergency response planning procedures, rally point designations, route evacuation instructions and basic guidelines to handle most emergencies. Employees recommended to attend the training are:

- ◆ Supervisors/Managers (at least one (1) person in a leadership role per agency)
- ◆ Fire/Floor Warden designees
- ◆ Safety Personnel
- ◆ Building Maintenance personnel (those who are involved with scheduling and initiating an evacuation/fire drill)

Note: Although the training is designed for key employees listed above, the training is available to any employee interested in learning more about the EAPs.

Forms:

Generic printable versions of required EAP forms are listed below and are located at the following website:

<https://public.powerdms.com/TNDCS/documents/2147840>

Lines of Authority/Special Skill Sets-Contacts

Accountability Roster

Key Staff Positions

Floor Wardens

Rally Point Managers

Fire Drill Log

Collateral Documents:

The following documents can be accessed through the Regional Drive/Public/EAPs

Fire Wardens by Region- EAP Shared Files

EAPs Coordinators

EAPs Training Module

EAPs for State Owned Buildings

EAPs for State Leased Buildings Upcoming

EAP Training (posted, when available)